



UNITED STATES MARINE CORPS
MARINE CORPS RECRUIT DEPOT/EASTERN RECRUITING REGION
PO BOX 19001
PARRIS ISLAND SOUTH CAROLINA 29905-9001

DepO 1700.4S
QUALMGT
SEP - 8 1997

DEPOT ORDER 1700.4S w/ch 1

From: Commanding General
To: Distribution List

Subj: REQUEST MAST

Ref: (a) MCO 1700.23E

Encl: (1) Request Mast with the Commanding General MCRD/ERR

1. Purpose. To promulgate the command Request Mast program.
2. Cancellation. DepO 1700.4R.
3. Summary of Revision. This Order contains extensive revisions and should be reviewed in its entirety.
4. Background. Request Mast provides the individual Marine with a formal method to air grievances to, or seek assistance from commanders above the Marine's immediate superiors. It includes both the right of the Marine to communicate in person with commanders up to and including the Marine's Commanding General, and the requirement that the commander consider the matter and personally respond to the Marine requesting mast.
5. Information. The reference implements and expands the right of any person in the naval service to communicate with the commanding officer/general in a proper manner, at a proper time and place. Such written or verbal communication shall not be coerced, restricted, denied, or threatened with punishment or fear of reprisal.
6. Policy
 - a. Request Mast shall have the wholehearted support of all personnel to whom the leadership of Marines is entrusted. However, it is not intended to be used for the purpose of harassment, avoiding duty, or intentionally interfering with a commander's ability to carry out command mission and functions. Anyone who attempts to deprive a Marine of the right to Request Mast through either acts of omission or commission will be subject to punishment under the UCMJ.

SEP 8 1997

b. A commander may deny a Request Mast application if there is another specific avenue of redress available to the Marine. If a Request Mast is denied under this authority, a report of such action and the basis therefore will be forwarded to the Commanding General (AC/S, QUALMGT) via the chain of command within 5 days of the denial. Refer to par 6c of reference (a).

c. Request Mast is the preferred method for submitting Equal Opportunity formal complaints of discrimination to include sexual harassment. Request Mast may also be used to address other complaints such as hazing.

d. A Marine does not have to disclose the subject of the Request Mast to anyone in the chain of command except to the commander with whom the Marine is requesting mast.

e. Request Mast applications to the Commanding General MCRD/ERR will be handled by the Assistant Chief of Staff, Quality Management/Command Inspector. Procedures for Request Mast are contained in the enclosure.

f. Although a Marine may be granted the privilege of forwarding an application to Request Mast with higher authority such as the Commanding General, Marine Corps Recruiting Command, the Commandant of the Marine Corps, etc., there is no vested right to Request Mast with such higher commander.

g. Any individual, including the Marine requesting mast, who impedes adherence to these procedures may be subject to disciplinary action. An individual may be subjected to administrative and/or legal action if he/she attempts to suppress another Marine from initiating, writing, or forwarding a Request Mast up the chain of command. Any attempt of reprisal against a Marine who has requested mast is prohibited and subject to disciplinary action under Article 92 of the UCMJ.

7. Procedures for Subordinate Command Request Mast Programs

a. All command Request Mast directives will include the guidelines, procedures, and instructions contained in enclosure (1) of the reference.

b. All Request Mast applications shall be submitted in writing utilizing NAVMC 11296 (Rev. 6-97). Request Mast applications received incomplete or not submitted on the proper form will be returned without action, for correction.

c. Marines applying for Request Mast in good faith may do so without fear of reprisal or prejudice to their interests.

d. Request Mast is not intended to be used for the purpose of harassment, avoiding duty, or intentionally interfering with the commander's ability to carry out the functions and mission of the command.

e. The Marine's Request Mast issue may not be resolved to his or her satisfaction, but the Marine will be afforded the opportunity to address the issue with the desired commanding officer.

f. Once the Marine has indicated his or her desire to Request Mast with the commander, NCOs, SNCOs and officers subordinate to the Commanding Officer will make no effort to delay the Request Mast process in order to solve the problem themselves, but rather will focus their effort on making the Marine available to the commander.

g. If a Request Mast addressed to a higher commander is resolved at a lower level, the Marine will make a written statement on the Request Mast application or on an attached sheet indicating that he or she is satisfied with the action taken at the lower level and has chosen to voluntarily withdraw the Request Mast. This statement will be jointly signed by the Marine and a witness.

8. Action

a. Company commanders shall utilize the Marine Corps Request Mast Application, NAVMC Form 11296 (Rev. 6-97), in the reference. NAVMC Form 11296 is available in the Marine Corps Electronic Forms System (MCEFS) utilizing "FormFlow" software. This software can be downloaded to your computer using the instructions found on Tackboard. Local reproduction of this form is not authorized.

b. Battalion/Regimental/District commanders shall publish a command Request Mast program and publish via directive the Request Mast process per the instructions contained in paragraphs 4 through 9 of this Order and enclosure (1) to the reference.

c. The Commanding Officer, Headquarters and Service Battalion shall promulgate instructions for confinees in the Depot Correctional Facility, ensuring an unhampered process for them to Request Mast to their respective commanding officers.

d. All Commanders shall:

(1) Ensure that all personnel are familiar with Request Mast policy and procedures.

(2) Attempt to resolve each Marine's Request Mast without delay. Provide Marines with an opportunity to Request Mast in person unless extraordinary circumstances preclude such appearance. If personal appearance is not practical, the commander shall respond in writing to the Request Mast. The commander will also provide an explanation of why a personal appearance was not practical.

(3) There should be no more than one working day delay from the date the Request Mast Application is prepared to when the Marine sees his/her commanding officer. This should occur regardless if the issues have been addressed or resolved by a lower level. Explanations for delay must be provided to the Marine and forwarded along with the Request Mast via chain of command.

(4) In matters which cannot or should not be resolved, or are beyond the commander's authority to resolve, explain to the Marine why action will not be taken to resolve the grievance at that level. Advise the Marine as to the proper channel if there is one. Forward to the next higher command those Request Masts deemed to be legitimate grievances or requests for assistance which are beyond the commander's authority to resolve. State in the Request Mast package all action taken.

(5) If a Request Mast application was denied, within 5 days forward a report of the denial to the Commanding General (AC/S, QUALMGT). Retain the original of the Request Mast at the level that imposed the denial, and endorse a copy through the chain of command.

(6) Hold accountable those individuals who attempt to interfere with a Marine exercising his or her right to Request Mast.

(7) Establish and monitor a follow-up program to ensure no adverse, prejudicial, or reprisal action occurs to the interest of any Marine as a result of the Marine exercising the right of Request Mast.

(8) Safeguard the confidentiality of all Request Mast records and dispositions, separate from service records, to prevent such information from having a prejudicial effect on the Marine.

(9) Exercise appropriate disciplinary or administrative action if a Marine commits or attempts to commit interference or reprisal against any Marine exercising his or her right to Request Mast. Refer to paragraph 6g above.

e. The Depot Sergeant Major shall review and recommend resolution on all enlisted Request Mast applications addressed to the Commanding General.

f. The Assistant Chief of Staff, Quality Management/Command Inspector shall:

* (1) Review Request Mast on behalf of the Commanding General MCRD/ERR while on inspection trips under the Commanding General's Inspection Program (CGIP) or at other times. Review the Request Mast programs of commands as part of the inspection process.

(2) Process all Request Mast applications addressed to the Commanding General to include opening Request Mast correspondence addressed "To be opened by the Commanding General only."

(3) Maintain the Commanding General's Request Mast files.

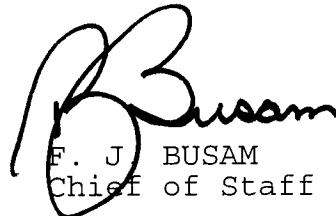
(4) Coordinate with the Depot Sergeant Major in the resolution of enlisted Request Masts.

(5) Identify on a case-by-case basis the chain-of-command for the processing of Request Masts for all military service personnel from any branch of service who do not have a senior service representative in this geographical area or when the chain of command is unclear.

g. The Marine making the Request Mast application shall, upon conclusion of the Request Mast process, make a written statement on the Request Mast application or on an attached sheet indicating that he or she had the opportunity to communicate with the desired commanding officer and has been informed of any actions to be taken by the commander conducting the Request Mast.

9. Records Disposition. Destroy 2 years after final disposition or upon transfer of the Marine, whichever occurs later.

10. Applicability. This Order is applicable to the Eastern Recruiting Region.


F. J. BUSAM
Chief of Staff

DISTRIBUTION: A less CPO, EEO, Housing, DepFireSta, PWO,
Navy Relief, CO, BNH, CO, MCAS Bft,
MCRD, SDIEGO (RctgScol)



UNITED STATES MARINE CORPS

MARINE CORPS RECRUIT DEPOT/EASTERN RECRUITING REGION
PO BOX 19001
PARRIS ISLAND, SOUTH CAROLINA 29905-9001

DepO 1700.4S Ch 1
QUALMGT

05 DEC 2005


DEPOT ORDER 1700.4S Ch 1

From: Commanding General
To: Distribution List

Subj: REQUEST MAST

Encl: (1) New page insert to DepO 1700.4S

1. Purpose. To transmit a new page insert to the basic Order.
2. Action. Remove page 4 of the basic Order and replace with the corresponding page contained in the enclosure.
3. Change Notation. Change to the new page insert is denoted by an asterisk (*).
4. Filing Instructions. File this Change page immediately behind the signature of the basic Order.


J. VALENTIN
Chief of Staff

DISTRIBUTION: A

REQUEST MAST WITH THE COMMANDING GENERAL MCRD/ERR

1. Procedures for Subordinate Commanders

a. The Marine will prepare a complete written statement covering the reasons for requesting mast and include supporting documents, if appropriate. The statement will specifically bulletize each issue the Marine wants responded to. The statement may also include a list of witnesses with a summary of the expected testimony of each witness. Additionally, the statement will include what action or outcome the Marine is expecting as a result of his or her Request Mast.

b. If the Marine has not revealed the subject of the Request Mast to commanders in the chain of command, the Marine must include an explanatory statement.

(1) The Marine may not have the opportunity to appear before the Commanding General or his representative in person. In the absence of such appearance, the Marine's statement must articulate what would have been revealed in person.

(2) The Marine may place the Request Mast in an envelope marked "To be opened by the Commanding General only." Correctional facilities personnel will not open a Request Mast marked "To be opened by the Commanding Officer/Commanding General only."

c. Each intermediate commander to whom the Marine reveals the Request Mast subject, will provide a written statement as to his or her understanding of the Request Mast and his or her responsive action. Each statement will be added to the Request Mast prior to the Marine communicating the Request Mast subject to the next commander.

(1) All local Request Mast applications will be accompanied with the original SRB/OQR, DI folder, etc. Marines who are not in the immediate Parris Island geographical area will include a copy of both sides of the SRB or OQR.

(2) Under no circumstances will the Request Mast interview by the CO be delayed for more than one working day for the sole purpose of obtaining interviews or statements from a unit's NCOIC, OIC, 1stSgt or SgtMaj or from any other person in the chain of command who may be on leave or TAD.

d. All Request Mast packages will be hand delivered, Federal Expressed or USPS overnight delivered to the Commanding General, (Attention: AC/S, QUALMGT) within one working day following the last commander or senior commander in the immediate area hearing the Marine's requesting mast.

ENCLOSURE (1)

DepO 1700.4S

SEP 8 1997

2. Processing at MCRD/ERR Headquarters by The Assistant Chief of Staff, Quality Management/Command Inspector:

- a. Open all sealed Request Mast applications addressed "To be opened by the Commanding General only."
- b. Review and make appropriate recommendations pertaining to the subject of the Request Mast to the Commanding General. This review process includes recommendations obtained from the Depot Sergeant Major on all enlisted Request Mast applications.
- c. Protect any lawful communication made to the Assistant Chief of Staff, Quality Management. Such communication constitutes a protected disclosure under the Military Whistleblower Protection Act.
- d. Provide Marines with an opportunity to Request Mast in person. If personal appearance of the Marine is not practical, the Request Mast will be conducted telephonically. Additionally, the Marine requesting mast shall be responded to in writing with the final disposition of his or her concerns.

ENCLOSURE (1)

